

Division of Workforce Solutions Activities Update

Will Collins
Special Assistant for Workforce Development

March 4, 2014

**NORTH
CAROLINA**

DEPARTMENT OF COMMERCE

Getting People Back to Work

- Activities
 - Integrated service delivery
 - NCWorks Online
 - Memorandum of Understanding with Division of Employment Security
- Priorities
 - High quality customer service
 - Engagement with employers

Local Office Realignment

- July 2013 – Funding reduced by over \$25 million
- Analyzing service delivery and aligning administrative costs
- Implementing integrated services and cross-training staff to be more efficient
- Launched new technology to provide guaranteed access to services

Local Office Realignment

- Committed to continuing to provide services to people across the state
- Identifying locations where cost efficiencies can be found
 - Reduced rent
 - Found local financial support
 - Co-located with local partners
 - Found less expensive space

Memorandum of Understanding with Division of Employment Security

- One-on-one, in-person meetings with a workforce specialist for unemployed individuals
- Meeting will be scheduled within four weeks of the first payment of unemployment insurance
- Designed to provide meaningful assistance that will result in getting people back to work



DEPARTMENT OF COMMERCE

Memorandum of Understanding with Division of Employment Security

- Meetings will include:
 - Verification of identity and work search activities
 - Registration in NCWorks Online
 - Assessment of occupational skills
 - Providing labor market and career information
 - Development of a employability plan
 - Job referrals and/or job leads

Memorandum of Understanding with Division of Employment Security

- Activities Report
 - Meetings scheduled and completed
 - Referrals (jobs and other workforce services)
 - Returning to work
 - Disqualifications
- Demographics Report
 - Age, gender, race, education
 - Employment obtained

Will Collins

Special Assistant for Workforce Development
william.collins@nccommerce.com

**NORTH
CAROLINA**

DEPARTMENT OF COMMERCE